



King County
Health Program Assistant I
Child Profile Immunization Registry
PUBLIC HEALTH- SEATTLE & KING COUNTY
Community Health Services/Child Profile
Hourly Rate Range \$16.88 – 21.39
Job Announcement No 04TA4313
OPEN: 5/31/04 CLOSE: 6/7/04

WHO MAY APPLY: This career service position is open to all qualified candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 600, Seattle, WA 98104**. Applications materials must be received by 5:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact John Hartman at (206) 205-5834 for further inquiries.
PLEASE NOTE: Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form, data sheet](#), resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required.

WORK LOCATION: 9th floor, Wells Fargo Center, 999 Third Ave., Seattle Wa 98104

WORK SCHEDULE: This career service position is overtime eligible. It works a 40 hour work week; Monday through Friday; some rotating evenings and weekends. May require flexing of work schedule and/or willingness to carry pager to cover Help Desk on weekends or evenings.

PRIMARY JOB FUNCTIONS INCLUDE: To provide assistance and instruction to users of the CHILD Profile Immunization Registry system through staffing of the CHILD Profile Help Desk and to assist in activities that improve the quality and completeness of the system's data and increase the number of providers participating in the registry. Responds to CHILD Profile Registry Help Desk calls from community users(public and private providers) relating to the use of and connectivity to the Immunization Registry; Diagnoses problems encountered by customers, coordinates with technical staff to ensure problem resolution and assists providers in the implementation of solutions; logs reported bugs and problems with the application software; maintains the customer/provider contacts database and tracks processing of user contracts; using various automated and manual methods, works with providers and other CHILD Profile staff to resolve data entry procedures and guidelines that often require the use of independent judgement; assist Registry Manager with recruitment of providers by responding to telephone inquiries and providing information about CHILD Profile both verbally and in writing; compiles statistical data for the preparation of tables, charts, graphs and special reports related to CHILD Profile Immunization Registry, as requested by the Immunization Registry Manager; assists CHILD Profile trainer in maintaining Provider Manual and other educational materials used in training CHILD Profile users; notifies customers about systems changes, down time or maintenance.

QUALIFICATIONS:

- Knowledge of automated information system and computer technology principles and techniques
- Knowledge of phone systems, modem and other end-user connectivity procedures
- Skill in the use of basic productivity tools, such as spreadsheets, word processing, graphics and communication software
- Skill in maintaining computer equipment; knowledge of troubleshooting techniques
- Ability to multi-task and work under deadlines

- Skill in demonstrating strong customer-service attitude with diverse individuals and ability to solve customer problems with telephone and hands-on support
- Ability to work independently without close supervision and exercise initiative, judgement and discretion
- Ability to write technical information in clear and concise manner, easily understandable to lay person; excellent oral and written communication skills
- Skill in working with others as a team member.
- Knowledge of medical terminology

DESIRED QUALIFICATIONS:

- Experienced in the use of the CHILD Profile database and registry
- Experienced in the use of phone systems, intergovernmental phone network, modem and other end-user connectivity procedures, specific to the needs of CHILD Profile end users

NECESSARY SPECIAL REQUIREMENTS:

- The selected candidate must pass a through background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law

UNION MEMBERSHIP: Local 17.

CLASS CODE: 4068 SEQUENCE NUMBER: 80-8356-4068